



Brian Sandoval
Governor

Barbara Smith Campbell
Chairwoman

Jon M. Hager
Executive Director

Silver State Health Insurance Exchange

2310 S. Carson Street, Suite 2, Carson City, NV 89701 • T: 775-687-9939 F: 775-687-9932
exchange.nv.gov

JOB ANNOUNCEMENT: QUALITY ASSURANCE OFFICER

SPECIAL NOTIFICATIONS: This position is exempt from the provisions of State of Nevada classified service. Selection shall be made by, and the incumbent shall serve at the pleasure of the Executive Director. *Start date is July 1, 2013.*

POSITION SUMMARY: The Quality Assurance Officer (QAO) will audit and monitor the quality, rating and management of Qualified Health Plans (QHP) offered on the Exchange; design and implement a comprehensive quality assurance program encompassing each QHP offered on the Exchange; systematically review and evaluate the quality and appropriateness of consumer care and services, identify opportunities for improvement, and work with staff and carriers to resolve problems and deficiencies.

The QAO will provide technical guidance to Exchange staff regarding quality assurance and continuous improvement activities; ensure Exchange staff and carriers are aware of certification, licensing, funding, and consumer rights requirements; provide training to staff, carriers, brokers, navigators, and outside agencies regarding federal and state regulations, program requirements, policies and procedures, certification standards, consumer rights, consent and confidentiality issues, appeals, documentation and communication related topics, and other areas as required.

The QAO will coordinate Exchange quality efforts to achieve and maintain certification; develop quality assurance and continuous improvement criteria and methodology; coordinate self-assessments using certification standards; research, develop and collate data for pre-survey information packets; coordinate, write, and organize information incorporated into official corrective action plans submitted by the agency in response to survey or statements of deficiencies and findings.

The QAO will prepare narrative and statistical reports for management; participate in budget preparation for area of responsibility; monitor and control expenditures for staffing, equipment, supplies and other areas as required.

SALARY AND BENEFITS: Salary range is up to \$79,114 (employer/employee paid retirement). Employee benefits include paid annual leave, sick leave, health insurance, and state retirement benefits. Other optional benefits are available, including a deferred compensation package. *Please note: Furlough Leave is mandatory for Nevada State employees and will result in a reduction of income of approximately 2.5% starting July 1, 2011 through June 30, 2013. The salary listed above does not reflect the reduction from the required furlough.*

POSITION RESPONSIBILITIES: Under the general direction of the Chief Operations Officer, responsibilities include, but are not limited to:

Monitor Quality Requirements for QHPs: Identify areas for improvement, ensure written plan of action is produced, coordinate required consultation and training, and monitor completion of plan elements. Coordinate and participate in data collection, data analysis, reporting, and the developing of action plans to improve the quality and performance of services. Coordinate the development of QHP performance indicators and improvement as needed. Report to Board of Directors findings quarterly.

Coordinate/conduct focused audits, identified surveys, needs assessments, and data evaluations as identified by policy, plans of action, or requests by leadership. Evaluate responses to inspection reports and perform follow-up with respondents, management, or others, if needed, to ensure resolution. Notify management of quality/compliance trends and service failures.

Monitor Industry Trends on Quality: Monitor regulatory and industry trends/actions and report regularly to management. Research and write white papers providing recommendations for management. Facilitates changes to SOPs, policies, training materials, and other documents for a technical discipline. Ensure continuity of operations within the Exchange.

Monitor Quality Improvement Processes for QHPs: Serve as agency representative to surveyors during survey process. Coordinate the survey processes, follow up actions and communications. Represent the Exchange, addressing issues and questions communicated by stakeholders. Coordinate the development and monitor the follow through of action plans to survey results.

Ensure Protection of Consumer Data: Protect confidentiality of data by maintaining materials in secured areas in compliance with Federal and State laws and regulations and Exchange policies and procedures. Identify and report actual and potential problems to management. Monitor action plans to resolve issues. Ensure investigations and reports are reviewed and finalized within approved timeframes and are conducted in a professional, objective manner.

Provide Training on Quality: Provide technical assistance, educational opportunities and information to staff related to laws, statutes, regulations and standards.

QUALIFICATIONS/REQUIREMENTS: Bachelor's degree from an accredited college or university in nursing, mathematics, accounting or related field and four years of increasingly responsible experience in an institutional setting reviewing and evaluating health care services including performing program evaluation, quality assurance/improvement, appeals, claim payment, claim auditing or utilization review activities; **OR** an equivalent combination of experience and education.

LOCATION/TRAVEL: The position is based in Carson City. Periodic travel in-state and out-of-state may be required.

RESUMES WILL BE ACCEPTED UNTIL: Recruitment needs are satisfied.

SUBMIT COVER LETTER AND RESUME/DIRECT INQUIRIES TO:

Shawna DeRousse
Chief Operations Officer
Silver State Health Insurance Exchange
2310 S. Carson Street, Suite 2
Carson City, NV 89701
Office: 775-687-9927
FAX: 775-687-9932
Email: sderousse@exchange.nv.gov